

# Case Study

## Henley Professional Certificate in Coaching



**Mark Munnich**

*“Being able to stay here and immerse yourself in the place is wonderful, and makes it a very positive experience”*

*“If you're thinking about it, just do it. The experience will expand your openness”*

### **Mark, what made you choose The Professional certificate in Coaching, and why did you want to study at Henley?**

'I'd been looking around for a coaching programme, and a friend of mine suggested Henley. I needed something that was affordable, but at the same time I wanted to be challenged. I'd been working in-house in crisis management for a while and even though it was a great company, I wanted a break from the unrelenting, reactionary nature of the work.'

The choice of Henley was down to the physical environment. I'd visited a number of alternative campuses in London but didn't feel that they were conducive to learning in the same way that Henley is. Being able to stay here and immerse yourself in the place is wonderful, and makes it a very positive experience.'

### **What were the highlights of the programme for you?**

'Everyone was so enthusiastic and that kind of mindset feeds your motivation. But the first astounding moment was being coached myself, which I really hadn't expected! I suddenly realised how wrong I had been about some things! But the experience really pushed me.'

As soon as I'd finished the programme, I quit my job, and decided to take up coaching independently. I had thought it might help me in my professional role, but I concluded that there was another way I could add value to people.'

'The whole idea of reflective practice made a big impact on me, too. My whole way of looking at other people changed..'

### **So how did it change you?**

'A friend of mine noticed a clear change in me, commenting that my sharp edges had been softened, and I feel that I've become a much more rounded individual.'

'In my life, I had always made plans, taken decisive action, and demanded action and results from other people, without really considering what impact it might have on those individuals. Now I'm careful to watch out for signs of things that drive their behaviour; I'm much more aware of their responses. I'm still quite action-oriented, but now I take time to create the time and space to reflect before taking decisions. I certainly take a much more holistic approach to driving changes in culture. I can see that everything is about people.'

**i** For information, please contact:

Henley Business School  
Greenlands  
Henley-on-Thames  
RG9 3AU

[exec@henley.ac.uk](mailto:exec@henley.ac.uk)

Tel +44 (0) 1491 418 767

17.MKT.168

[henley.ac.uk/coaching](https://henley.ac.uk/coaching)